

# Chebucto Community Net

## Report from Reg Hody, Office Assistant

April 2018

### Summary

I have been in place as office assistant since the fall of 2017. I have endeavored to consolidate and document office duties and procedures.

I have been part of the team that visits the manors for Chebucto Wireless support.

As needed, I have provided technical expertise and trouble-shooting assistance to the technical director, Chris Maxwell.

With high levels of cooperation amongst all volunteer committee members, board members, and the office, improvements in our quality of service to members are expected.

### Details

I was formally offered the job at the end of last September, and took the position of Probationary Office Assistant on October 1st. On January 1 I was promoted to the position of Current Office Assistant.

### Duties

The office assistant provides a human point of contact for membership (answers the phone, replies to emails, etc.), performs day-to-day book keeping (registering payments), and monitors system problems (when needed, requests help from the technical committee).

### Initial Problems

The office was a mess, with documents either in a disarray or simply not locatable at all.

The necessary Policies and Procedures Manual was non-existent, resulting in a total lack of workflow structure for problem resolution. This resulted in virtually every problem being shunted to our technical director.

The phone answering machine kept overflowing when service interruptions were occurring, especially during wifi outages.

### Initial Remediations

We cleaned up and reorganized the office. We now have ample space for organized storage of papers and equipment. There are three working computers available to be used for office work, and for tech committee members for testing and troubleshooting.

Office hours have been established from 1:30 – 3:30 PM, Monday to Friday (excepting holidays).

We started a procedures list for:

- changing an account expiry date
- processing family and organizational memberships,
- dealing with the mail queue
- unsuspending accounts

We created a log book where ALL phone messages are registered. As many as possible-and-necessary are returned. On a few occasions, I managed to clear all the saved messages (listened and responded).

## Catastrophic Failures

There were wifi outages (the manors): Nov-Dec(2weeks), Jan(1), Mar(3) mainly due to equipment failure and storm damage.

We have had some email failures (spam attacks > 100K): last Tues, Jan(2), July(1).

NOTE: These major spam attacks have been the result of a few member's email accounts being c hacked and then used to send massive amounts of spam, usually through no fault of the member.

## Plans

There are many problems that will cease once we have the Csuite 3 (new software) written and implemented, so this is a high priority for the office as well as for the technical committee.

We will set up proper response teams for various types of system failures, so that the burden will be shared amongst a number of volunteers, relieving pressure on the technical director.

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We are working on implementing proper monitoring of wifi traffic at all topology points.

We hope to make an accessible index of all the "public" services monitoring graphs.